



## **Position Guide for Ophthalmic Technician**

### **Goals of the Position:**

The Ophthalmic Technician performs a range of duties which includes preparing patients to see the physician (taking the preliminary exam, medical history, & testing), preparation of examination and treatment rooms, performing basic and routine vision screening examinations, administering eye medications, cleaning and maintaining ophthalmic instruments and assisting physicians during minor surgical and laser procedures.

### **Qualifications:**

- High school diploma or GED required
- Must complete 4-8 weeks of training and exhibit competency in refraction.
- Multi-tasking ability and ability to work efficiently while maintaining quality standards for performance.
- Due to heavy computer usage, the technician is expected to have a high level of computer and problem-solving skills.
- Proficient in all skills required for comprehensive patient workup.
- Good command of the English language, communication skills both verbal and written.
- CPR certification.
- Has or achieves Medical Assistant (MA-R) certification.
- Commit to clinic schedules; plan vacations and absences around physician schedules. Be available for late clinic days if the need arises, and variable working hours.

### **Responsibilities & Duties:**

Promptly and efficiently calls patients back, making it a goal to do so before they have an opportunity to sit. Has a sense of urgency about waiting patients. Prioritizes the patient experience by minimizing wait times.

Verifies patient information by interviewing patients, recording medical history, and confirming purpose of visit. Puts patients at ease by communicating in a way that demonstrates professionalism and competence.

Accurately records all information in the electronic medical records (EMR) system according to established standards and physician requirements.

Checks condition of patients' eyes by observing pupils, muscle, visual acuity, extraocular movements. Secures patient information and maintains patient confidence by completing and safeguarding medical records, completing diagnostic and procedure coding, and keeping patient information confidential. Maintains a safe, secure, and healthy work environment by establishing and following standards and procedures along with complying with legal regulations.

Keeps equipment operating by following operating instructions, troubleshooting breakdowns, maintaining supplies, performing preventive maintenance, and promptly reporting equipment issues.

Performs set standard number of patients workups based on established times while maintaining quality of customer service.

If no patients are waiting for tech exam, checks on patients in sub-waiting area, finds and completes tasks that need to be done, or asks or ways to help - absolutely no personal computer or phone use.

Works well in a fast-paced environment with a good attitude, without becoming flustered. If a patient needs to be seen, advocates for them to be seen and helps to find a spot on the schedule. Is able to identify real issues with clinic flow and alerts direct supervisor of such.

Is a practice advocate. If you have a complaint, you bring this to your supervisor. If a co-worker has a complaint, encourages them to go to the appropriate person to address, so as not be an enabler of gossip. If a patient has a complaint, listens for root cause and takes care of it or finds someone who can.

Maintains stock in exam room in accordance with standard inventory.

Must be able to work at alternative Cascadia Eye locations as needed.

Perform all listed ancillary testing when appropriate to training level and/or when requested by physician.

Participate in training programs and home study in areas of patient care as a part of certification programs.

Provide back-up or support services to other clinic areas as requested, including medical recall and other assigned tasks.

Displays initiative and problem-solving ability. Sees problems as challenges to be addressed and overcome.

Accepts feedback and correction with grace, professionalism, and without gossip.

Adheres to practice policies, including clocking in in real time as dictated by patient schedule or approved additional projects.

Adapts well to change and trusts that change is needed, and that new policies/procedures will be corrected if they don't work. Weighs in without push back or bad attitude.

Completes all aspects of initial patient exam including:

- History taking: to include chief complaint/HPI, historical review of ocular system, medical, surgical and family history, medication, and allergy documentation.
- Visual acuity: obtain visual acuities in all age groups and literacy levels using appropriate charts and/or aids; without correction, with spectacle and/or contact lens correction as appropriate.
- Lensometry: Is able to neutralize a spectacle prescription of all lens designs (single vision, lined bifocal/trifocal, progressive, computer) using an automated or manual lensometer. Is able to locate and correctly measure prism.
- Refraction: Perform refractometry in minus cylinder using a phoropter, or free lenses with trial frame if necessary. Is proficient in all aspects of refractometry to assure accurate prescriptions. Trial frame for appropriate reading strength and prescription tolerability. Ability to use automated refractor as a refractometry aid.
- Pupils: Conduct accurate pupil exams, documenting shape, size, reactivity, and presence of an afferent pupillary defect.
- Motility: Be able to identify phorias and tropias with appropriate cover testing and any muscle restriction using duction and version testing.
- Confrontation Visual Fields: Accurately document field loss by confrontation testing using appropriate technique.
- Accurately grade anterior chamber angles using transilluminator or slit lamp.
- Tonometry: Be able to accurately measure intraocular pressures using applanation method tonometry either with a slit lamp mounted tonometer or a hand-held tonometer.
- Ancillary testing/procedures: BAT, pachymetry, Humphrey Visual Field, tangent screen, Amsler grid, stereopsis testing, color testing, OCT (macula, ONH, anterior or other), keratometry (simulated and manual), topography.
- Contact Lenses: Be able to accurately assess the fit of contact lens and perform proper over refraction. Be able to identify accuracy of contact lens prescription in comparison to manifest, considering vertex distance when applicable. Perform basic fit of soft spherical and toric lenses.

Confidently and accurately discuss testing procedures with patients, answer questions appropriate to position.

Communicates clinical issues promptly with supervisor to ensure resolution.

Is able to accurately chart and navigate the EMR software.

As needed/assigned, perform “recall follow up” processes for patients who need to return for care due to diabetes, macular degeneration, and other medical conditions. This process is to be performed between patient workups (so excellent time management is needed) when a patient no-shows or when there are other breaks in the schedule.

### **Optional additional tasks that may be assigned:**

#### **Clinical Responsibilities:**

1. Sets up and preps for minor OR procedures to include setting sterile tray and maintaining sterile field.
2. Clinical support to physician for minor surgery procedures.
3. Work within set patient mask to obtain pre-operative measurements for surgical patients. These measurements include Optical and Ultrasound biometry (Lenstar / Tomey Immersion), Corneal Topography (Atlas and Pentacam), retinal imaging (OCT), corneal cell counts (ECC).
4. Perform iLux procedures as needed
5. Complete EHR medical records templates and generate appropriate documents.
6. Verify and confirm all surgical targets and IOL choices.
7. Perform IOL calculations utilizing vendor specific online tools, and in house software resources.
8. Prepare weekly (or as needed) surgical packets to include IOL calculation information, chart notes with surgical plan, targets and drop protocols.
9. Submit IOL calculation sheet to ASC for lens ordering.
10. As needed clinical support for refraction verification (physician or supervisor directed).
11. Provide support for other team members, being available for back up as needs arise.
12. Timely return of any patient phone calls or tasks that have been assigned.
13. Provide feedback to supervisor regarding effectiveness of current procedures, patient flow and workload.
14. Additional administration projects as needs arise – directed either from Administration or Supervisor.

#### **Performance Evaluation Metrics:**

1. HPI Quality
2. Refraction Accuracy
3. IOP Accuracy
4. Ancillary Testing
5. Exam Speed